

## Complaints to the BBC

This fortnightly report for the BBC complaints service<sup>1</sup> shows for the periods covered:

- the number of complaints about programmes and those which received more than 100<sup>2</sup> at Stage 1 (Audience Services);
- findings of subsequent investigations made at Stage 2 (by the Executive Complaints Unit)<sup>3</sup>;
- the percentage of all complaints dealt with within the target periods for each stage.

NB: Figures include, but are not limited to, editorial complaints, and are not comparable with complaint figures published by Ofcom about other broadcasters (which are calculated on a different basis). The number of complaints received is not an indication of how serious an issue is.

### Stage 1 complaints

Between 05 – 18 May 2025, BBC Audience Services (Stage 1) received a total of **2,970** complaints about programmes. **6,085** complaints in total were received at Stage 1.

BBC programmes receiving more than 100<sup>2</sup> complaints during this period:

Programme	Service	Date of Transmission	Main Issue(s)	Number of Complaints
Politics West	BBC English Regions (TV)	11/05/25	David Garmston failed to challenge Damien Egan on his views/biased against Boycott, Divestment, and Sanctions (BDS) movement.	143 (after invitations to complain were posted online)

92% of all complaints dealt with between 05 – 18 May 2025 received an initial response within the stage 1 target period of 10 working days.

Recent BBC public responses to significant complaints at Stage 1 are published at:

<http://www.bbc.co.uk/complaints/complaint/>

### Stage 2 complaints – Executive Complaints Unit (ECU)

The Executive Complaints Unit made 9 findings at Stage 2 between 05 – 18 May 2025. Highlighted text links to published findings<sup>4</sup>. Other recently-published findings can be found here:

<http://www.bbc.co.uk/complaints/comp-reports/ecu/>

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<sup>1</sup> Full details of the service are in the [BBC Complaints Framework and Procedures](#) document.

<sup>2</sup> As defined in the [BBC Complaints Framework and Procedures](#) and regulated under [Ofcom's Broadcasting Code](#).

<sup>3</sup> Excluding investigations of online material outside Ofcom's remit.

<sup>4</sup> These include all upheld, partly-upheld and resolved findings, all not-upheld findings concerning impartiality and accuracy and all findings where there were more than 100 complaints about the same issue at Stage 1.

<b>Programme</b>	<b>Service</b>	<b>Date of Transmission</b>	<b>Issue</b>	<b>Outcome</b>
Sunday	Radio 2	12/01/2025	Inaccuracy about Sikh community	<a href="#">Upheld</a>
EastEnders: 40 Years on the Square	BBC One	08/04/2025	Inaccuracy about Anita Dobson	<a href="#">Not upheld</a>
Today	Radio 4	17/01/2025	Anti-Israel bias	<a href="#">Not upheld</a>
BBC News (1pm)	BBC One	15/10/2024	Inaccuracy about power generation from domestic waste	<a href="#">Not upheld</a>
News	BBC News Channel	01/02/2025	Pro-Israeli bias	<a href="#">Not upheld</a>
Tribe with Bruce Parry	BBC Two	06/04/2025	Objected to killing of goat	Not upheld
News (6pm)	Radio 4	19/02/2025	Inaccuracy about Trump-Zelensky exchanges	<a href="#">Not upheld</a>
Newsnight	BBC Two	24/02/2025	Objected to participation of Humza Yousaf	<a href="#">Not upheld</a>
Today	Radio 4	19/11/2024	Unbalanced treatment of farmers' protest	<a href="#">Not upheld</a>

89% of complaints (8 of 9 dealt with) between 05 – 18 May 2025 received a response within the target time.